GOVERNMENT OF INDIA
HOME AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:2755
ANSWERED ON:15.12.2015
Police Complaint Cells
Devi Smt. Rama;Jadhav Shri Prataprao Ganpatrao;Koli Shri Bahadur Singh

Will the Minister of HOME AFFAIRS be pleased to state:

(a) whether public complaint cells and grievances cells have been set up in the Delhi Police for all the districts and units, if so, the details and functions of these cells;

(b) the number of complaints registered in these cells and the action taken against the guilty personnel during each of the last three years and the current year, district and unit-wise; and

(c) the measures proposed to be taken to check such cases in future?

Answer

MINISTER OF STATE IN THE MINISTRY OF HOME AFFAIRS
(SHRI HARIBHAI PARATHIBHAI CHAUDHARY)

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(a) to (b): Delhi Police has reported that Public Grievance Cells (P.G. Cell) are functioning in Delhi Police as per Standing Order No. 102/2009. The PG Cell/Vigilance Cell has been functional in each and every district/unit of Delhi Police for enquiry of complaints received against police personnel and after due enquiry, if a complaint is substantiated, suitable disciplinary action is taken against the erring official. Further, if any cognizable offence is reported in the complaints, a case under the appropriate section of law is registered. The total number of complaints received in various Public Grievance Cells of Delhi Police against its personnel and action taken against the guilty personnel during 2012 to 2014 and 2015 (upto 30.11.2015) are at Annexure.

(c): Various steps taken to prevent the incidence of complaint/corruption cases against police personnel in Delhi are as under:

1. A Vigilance Branch headed by Spl. CP/Vig. is functioning to check corrupt practices of police personnel. Five toll free numbers i.e. 23417995, 23416401, 23416402, 23416403 and 23416404 have been dedicated for the convenience of General public to send complaints regarding corruption in Delhi Police.

2. In order to restore public confidence in police, deterrent action is taken by the Delhi Police in cases, where policemen are found involved in malpractices. This includes suspension, transferring to non-sensitive units, initiating disciplinary action for major/minor penalty including dismissal and registering criminal cases against them.

3. The public has the facility to ring up senior officers, PCR and telephone No. 23417995 of the Flying Squad of Vigilance Branch in case of any harassment by police officials. In addition, a toll free anti-corruption helpline 1064 is functioning in Vigilance unit since April 2014. In order to encourage the general public to be more vigilant about corrupt activities of police, there is also a facility of P.O. Box No.171 through which public can send complaints against corrupt policemen.

4. Delhi Police advertises telephone numbers of District DCsP along with their fax numbers and e-mail addresses.

5. The staff is briefed/ instructed regularly by the senior officers at various levels to refrain from indulging in corrupt activities.

6. A single window system is at place at PHQ for monitoring & tracking of complaints.
7. A number of steps have been taken recently to encourage members of public to call or send SMS/Whatsapp messages to the anti-corruption helpline (no. 9910641064) of Delhi Police.
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8. Advertisements in media, through posters and FM radio jingles are issued regularly to encourage public to report corruption misdeeds of the police to the helpline number.